GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2086
ANSWERED ON:15.03.2017
Delay of Trains
Mishra Shri Janardan;Nagar Shri Rodmal

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government proposes to frame any scheme to intimate passengers about delay of train through SMS;

(b) if so, the details thereof and if not, the reasons for not introducing the system; and

(c) whether the Government proposes to levy service charges on this facility and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)
(a) to (c): The information regarding deviations from regular train running like cancellation, rescheduling and diversion is made available to passengers through various interfaces of National Train Enquiry System (NTES) like nationwide enquiry number 139 and train enquiry website. Further, to facilitate passengers, Short Message Service (SMS) is also sent to passengers informing the passengers about train cancellation, change in booking status as compared to initial booking status etc. for such passengers who had given their mobile numbers at the time of booking of ticket.
Expansion of schemes thereby incorporating new features including dissemination of train running information through SMS is an ongoing and continuous process.
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